

Customer Service Report for DCOB

For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
ASR											
Colocation-ON	0	0	0	4	0	3	0	0	1	0	0
Other	0	0	0	11	0	4	0	0	7	0	0
Back Office Support											
Migration/Upgrade	1	0	0	0	0	0	0	0	1	0	5
Connectivity											
TCP/IP	0	2	0	0	0	0	2	0	0	0	0
Hardware											
Acc/Periph/Troubleshoot	0	1	0	0	0	1	0	0	0	0	0
Servers/Install/Build	0	1	0	0	0	0	0	0	1	0	0
Servers/Move	0	1	0	0	0	0	0	0	0	1	0
Local LAN											
LocalLAN/Connectivity	0	1	0	0	0	0	1	0	0	0	0
NIH Data Center											
Aperture Vista	0	101	0	2	0	26	0	0	77	0	0
NIHnet											
Inquiry	0	0	0	1	0	1	0	0	0	0	0
Security											
Alert Message	0	0	0	1	0	1	0	0	0	0	0
Grand Total:	1	107	0	19	0	36	3	0	87	1	0

Total Tickets Closed: 88
Total Tickets Assigned/Pending/Checked Out: 39
Total Tickets Created: 127